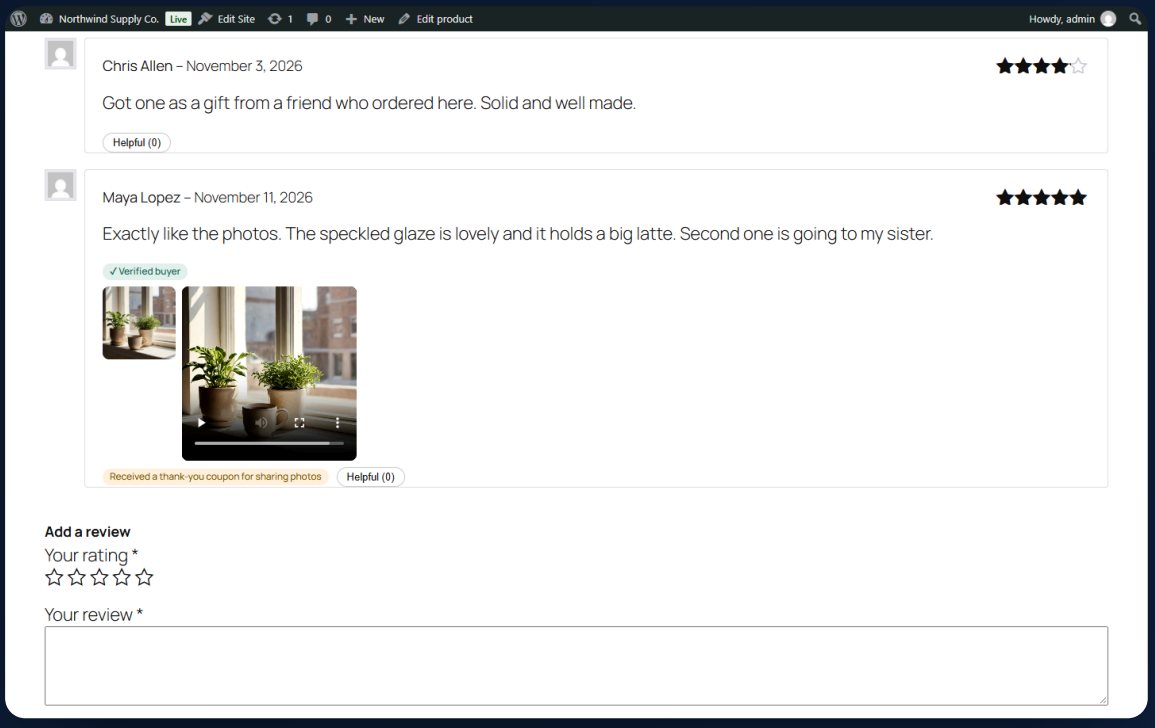
CODE CRAFT
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WOOCOMMERCE PLUGIN · USER GUIDE

Shutterquill — Photo Reviews & Review Reminders for WooCommerce

Version 1.0.0 · Installation, licence activation, every setting explained, FAQ and troubleshooting.



coodecraft.com/market/product/woo-photo-reviews · support: coodecraft.com/contact

Shutterquill — user guide

Shutterquill adds **WooCommerce photo reviews** to your store: customers attach photos (and, in Pro, short videos) to the reviews they write on your product pages, the reviews tab gets a rating summary with a bar per star, reviews from real buyers carry a "Verified buyer" label, and every buyer of a completed order gets one email asking for a review.

Shutterquill only works with real reviews from your own customers. It never writes, generates or imports reviews or ratings, and review requests go only to the billing email of a real, completed order.

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1. Installation

1. Make sure WooCommerce 8.9 or newer is active.
2. In WordPress go to **Plugins** → **Add New** → **Upload Plugin**, choose the Shutterquill .zip (Free or Pro) and click **Install Now**, then **Activate**.
3. A new menu **Photo Reviews** appears in wp-admin. The photo field is in the review form of every product straight away.

Switching from Free to Pro: upload the Pro zip and choose "Replace current with uploaded". Your settings stay.

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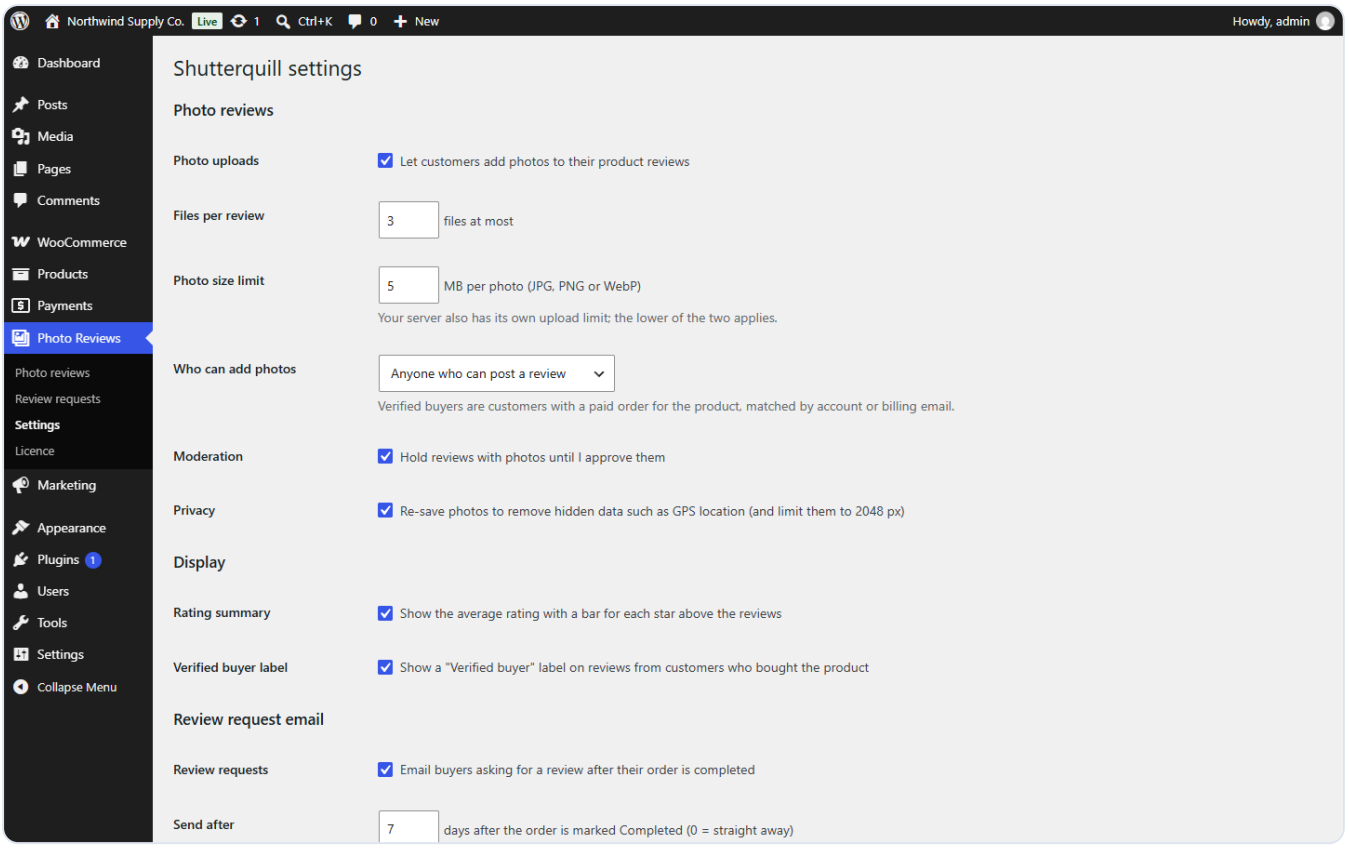
2. Licence (Pro)

1. Open **Photo Reviews** → **Licence**.
2. Paste the key from your purchase email and click **Activate**. Each licence works on one live domain.
3. Monthly and yearly keys: when the key ends, Pro features pause (videos, gallery, votes and filters, coupons, reminders). Free features keep working and nothing is deleted. Renew, then click **I have paid — check again** on the Licence screen.

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3. Settings (Photo Reviews → Settings)

Screenshot: , .



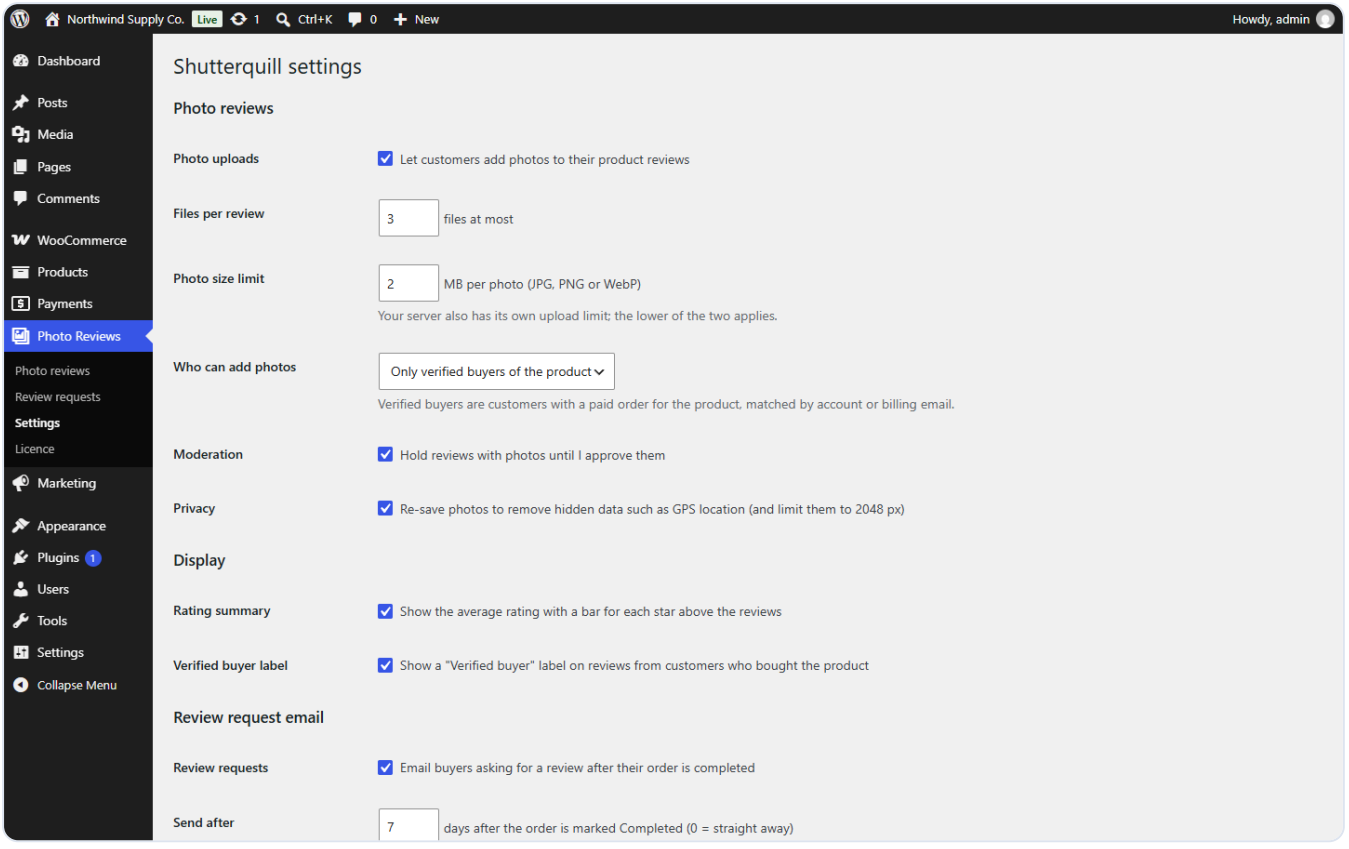


Photo reviews

- **Photo uploads** — turn the "Add photos" field in the review form on or off.
- **Files per review** — 1 to 10 (default 3).

- **Photo size limit** — MB per photo (default 5). Your server's own upload limit also applies; the lower one wins.
- **Who can add photos** — anyone who can post a review, or only verified buyers of the product (a paid order for that product, matched by account or by billing email). When it is "verified buyers only", logged-in customers who did not buy the product do not see the field, and a guest whose email has no order is told that photos are for verified buyers; they can still post a review without photos.
- **Moderation** — hold reviews with photos until you approve them (on by default).
- **Privacy** — re-save photos to remove hidden data such as GPS location, capped at 2048 px (on by default).

Display

- **Rating summary** — average, stars, a bar per star level, the number of reviews with photos and the share from verified buyers, above the reviews. Also available as the shortcode `[rspr_summary id="123"]`.
- **Verified buyer label** — a "Verified buyer" label on reviews from customers who bought the product. WooCommerce's own "(verified owner)" text is hidden while this is on, so it does not show twice.

Review request email

- **Review requests** — on or off.
- **Send after** — days after the order is marked Completed (0 = straight away, default 7).
- **Subject, Heading, Message** — your wording. Placeholders: `{site_title}`, `{first_name}`, `{customer_name}`, `{order_number}`.

Each email lists the products in the order that the customer has not reviewed yet, with a **Write a review** button each, and ends with a one-click **Do not send me review requests** link.

Pro features (shown but disabled in the Free version)

- **Video reviews** — accept MP4 or WebM clips, with their own size limit (default 25 MB).
- **Photo gallery** — every customer photo above the reviews, masonry or grid. Shortcode: `[rspr_gallery id="123"]`.
- **Helpful votes** — one vote per visitor per review.
- **Review filters** — filter chips (all, with photos, verified buyers, 5 to 1 stars) and sorting (newest, most helpful, highest, lowest). Clicking a bar in the summary filters by that star level.
- **Coupon thank-you** — a one-time coupon (percentage or fixed cart amount, valid for N days, restricted to the reviewer's email, one use) when a review with at least N photos is approved. One coupon per customer per product. Optionally only for verified buyers. The coupon never depends on the rating. With "Show 'Received a thank-you coupon'" on, rewarded reviews show a disclosure label — many countries require this for incentivised reviews.
- **Reminders** — 0, 1 or 2 reminders, N days apart, only to buyers who have not reviewed everything yet.

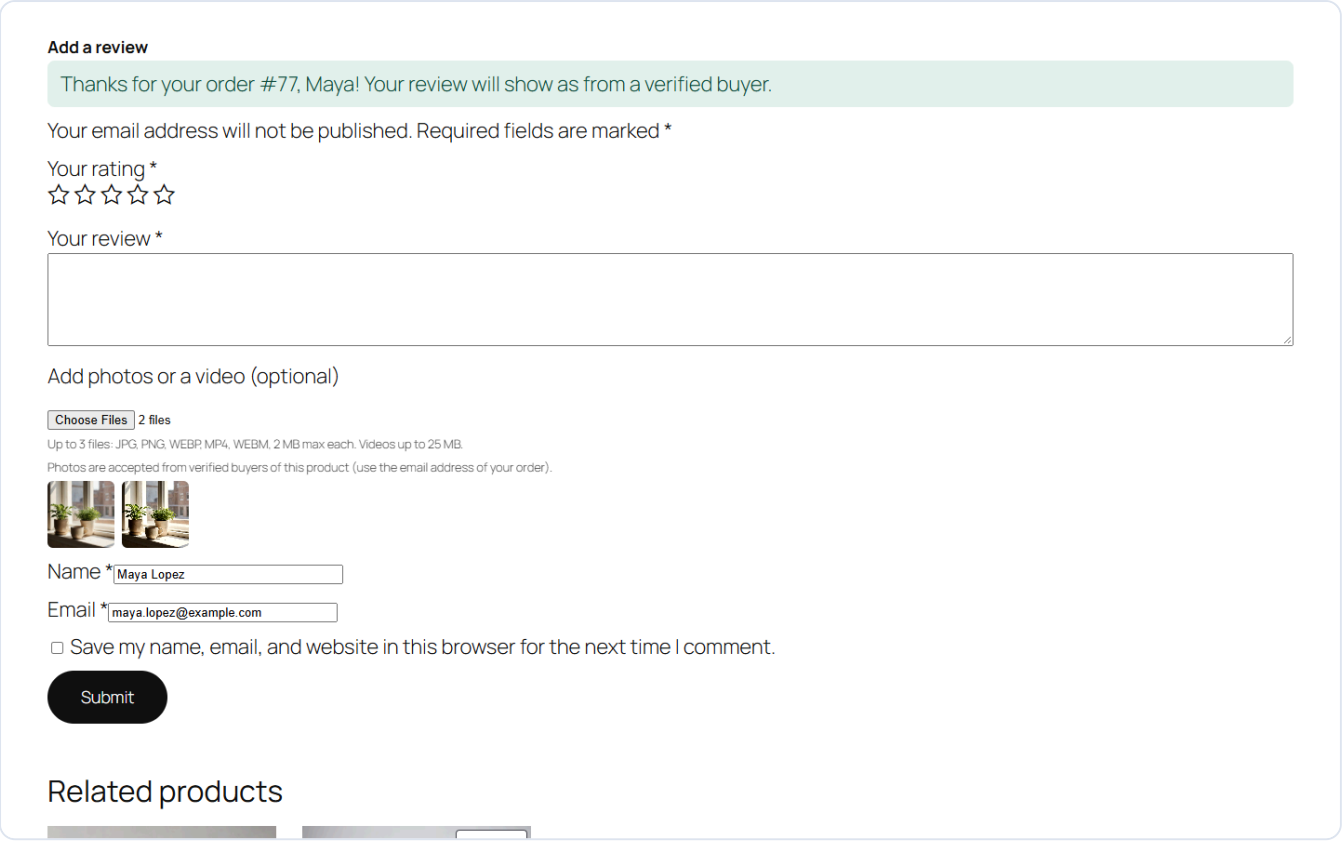
Data

- **Delete all plugin data when the plugin is deleted** — off by default. When on, deleting the plugin removes settings, request history and the opt-out list. Reviews and their photos always stay.

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4. How customers add photos

Screenshot: .

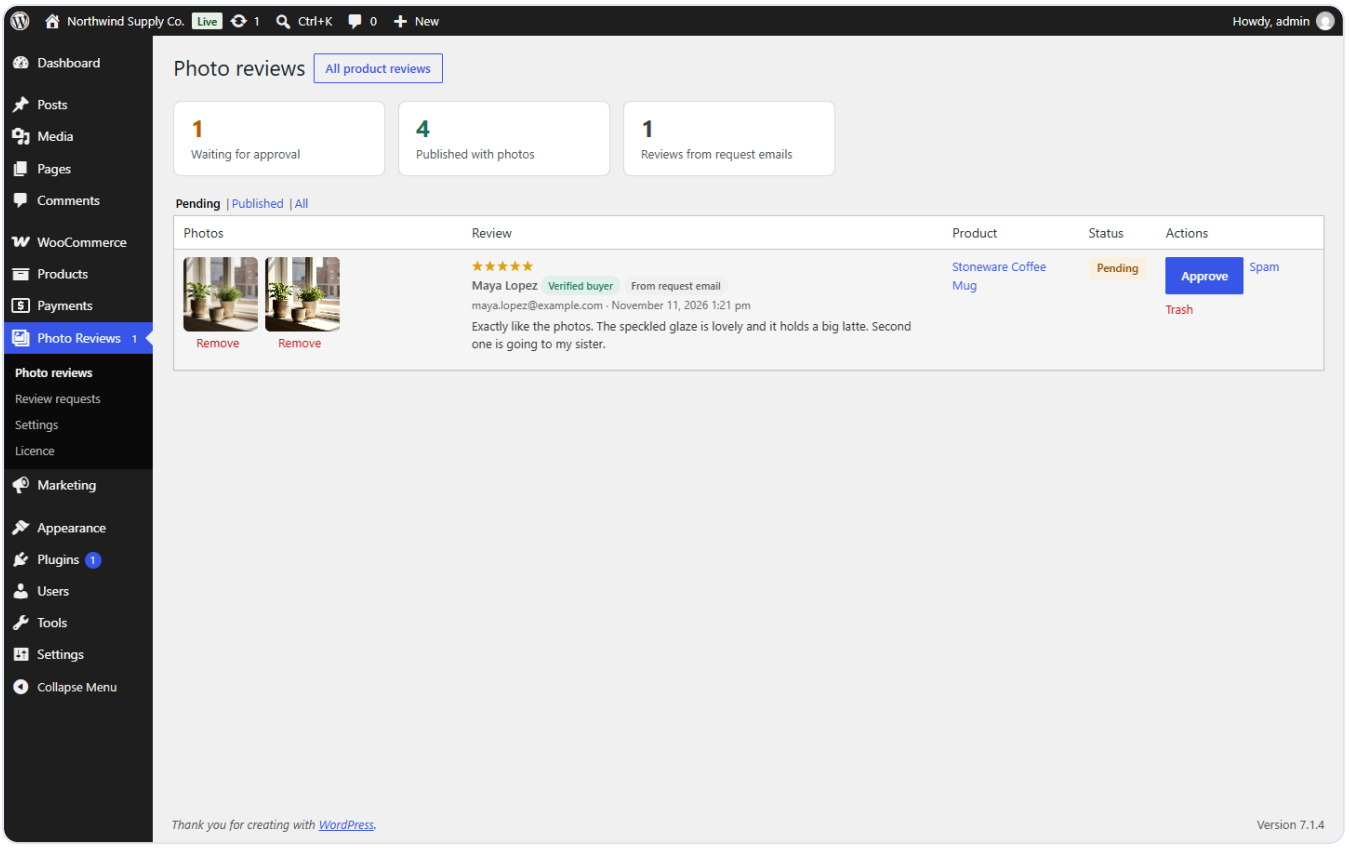


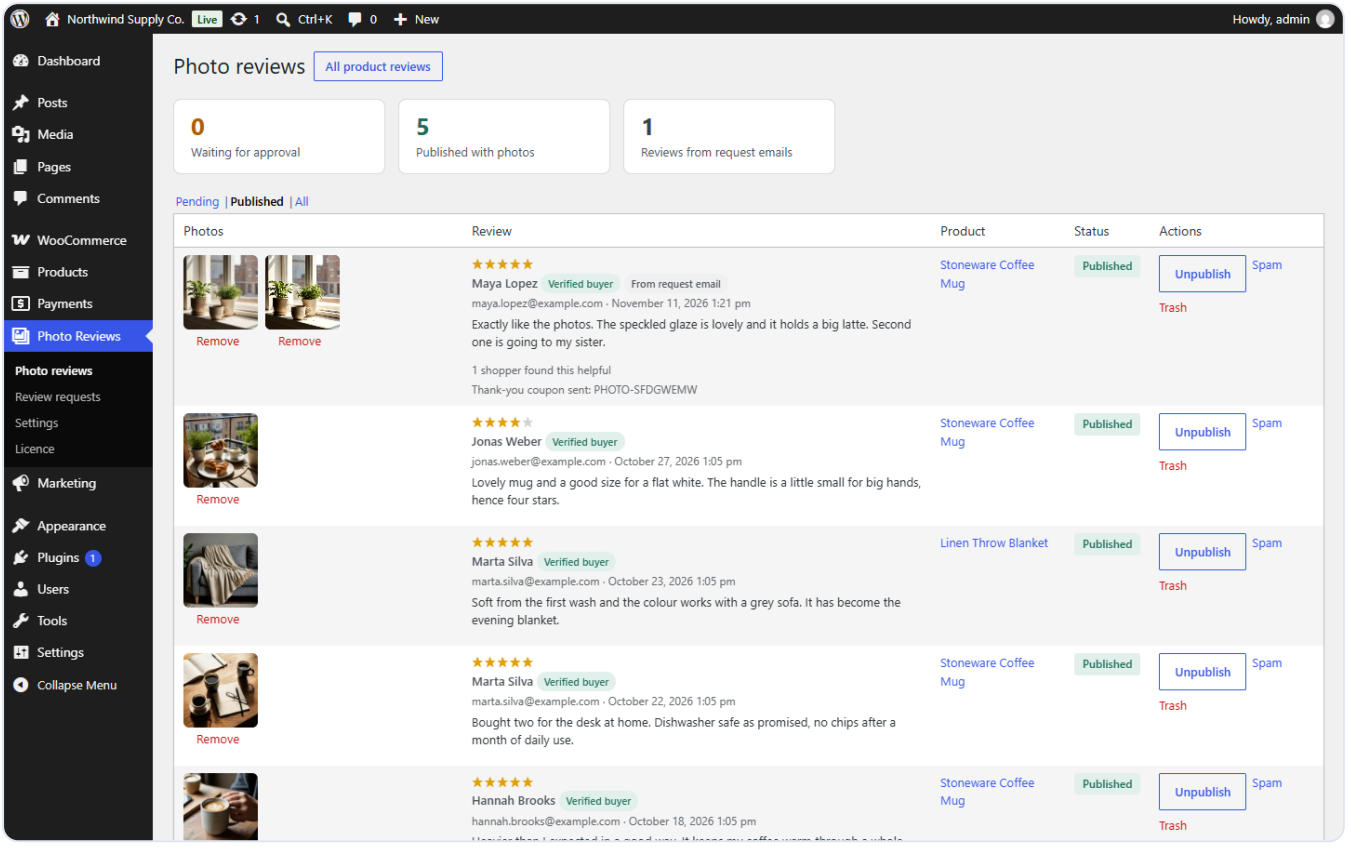
1. The customer opens a product, goes to the Reviews tab and writes the review as usual.
2. Under the review text they click **Add photos** (or **Add photos or a video** in Pro) and pick files; small previews appear.
3. They submit. Every file is checked by its content, not by its name: a script renamed to .jpg, a PDF, or a file over the limit is refused with a clear message and **nothing is saved**, so they can go back and try again (screenshot `pro-08-upload-refused.png`).
4. Accepted photos are stored in your **Media Library**, attached to the product, named "Customer photo of [product] by [first name]".

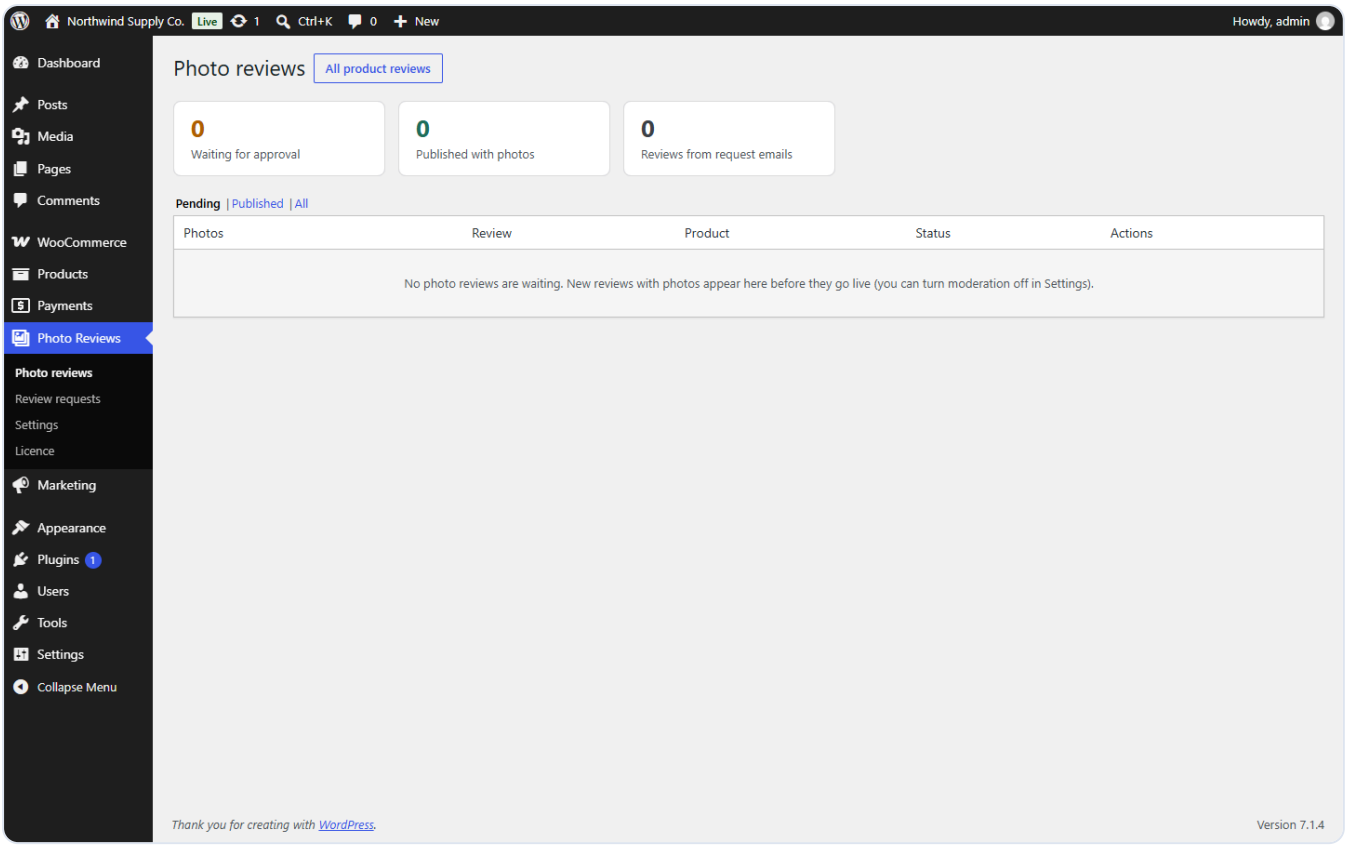
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5. Moderating photo reviews (Photo Reviews)

Screenshots: , , .


Northwind Supply Co.
Live
1
Ctrl+K
0
New
Howdy, admin
Dashboard
Posts
Media
Pages
Comments
WooCommerce
Products
Payments
Photo Reviews 1
Photo reviews
Review requests
Settings
Licence
Marketing
Appearance
Plugins 1
Users
Tools
Settings
Collapse Menu
Photo reviews
All product reviews
1
Waiting for approval
4
Published with photos
1
Reviews from request emails
Pending | Published | All
Photos
Review
Product
Status
Actions
Remove
Remove
Maya Lopez
Verified buyer
From request email
maya.lopez@example.com · November 11, 2026 1:21 pm
Exactly like the photos. The speckled glaze is lovely and it holds a big latte. Second one is going to my sister.
Stoneware Coffee Mug
Pending
Approve
Spam
Trash
Thank you for creating with WordPress.
Version 7.1.4


Northwind Supply Co.
Live
1
Ctrl+K
0
New
Howdy, admin
Dashboard
Posts
Media
Pages
Comments
WooCommerce
Products
Payments
Photo Reviews
Photo reviews
Review requests
Settings
Licence
Marketing
Appearance
Plugins 1
Users
Tools
Settings
Collapse Menu
Photo reviews
All product reviews
0
Waiting for approval
5
Published with photos
1
Reviews from request emails
Pending | Published | All
Photos
Review
Product
Status
Actions
Remove
Remove
Maya Lopez
Verified buyer
From request email
maya.lopez@example.com · November 11, 2026 1:21 pm
Exactly like the photos. The speckled glaze is lovely and it holds a big latte. Second one is going to my sister.
1 shopper found this helpful
Thank-you coupon sent: PHOTO-SFDGWEMW
Stoneware Coffee Mug
Published
Unpublish
Spam
Trash
Remove
Jonas Weber
Verified buyer
jonas.weber@example.com · October 27, 2026 1:05 pm
Lovely mug and a good size for a flat white. The handle is a little small for big hands, hence four stars.
Stoneware Coffee Mug
Published
Unpublish
Spam
Trash
Remove
Marta Silva
Verified buyer
marta.silva@example.com · October 23, 2026 1:05 pm
Soft from the first wash and the colour works with a grey sofa. It has become the evening blanket.
Linen Throw Blanket
Published
Unpublish
Spam
Trash
Remove
Marta Silva
Verified buyer
marta.silva@example.com · October 22, 2026 1:05 pm
Bought two for the desk at home. Dishwasher safe as promised, no chips after a month of daily use.
Stoneware Coffee Mug
Published
Unpublish
Spam
Trash
Hannah Brooks
Verified buyer
hannah.brooks@example.com · October 18, 2026 1:05 pm
Stoneware Coffee Mug
Published
Unpublish
Spam
Trash



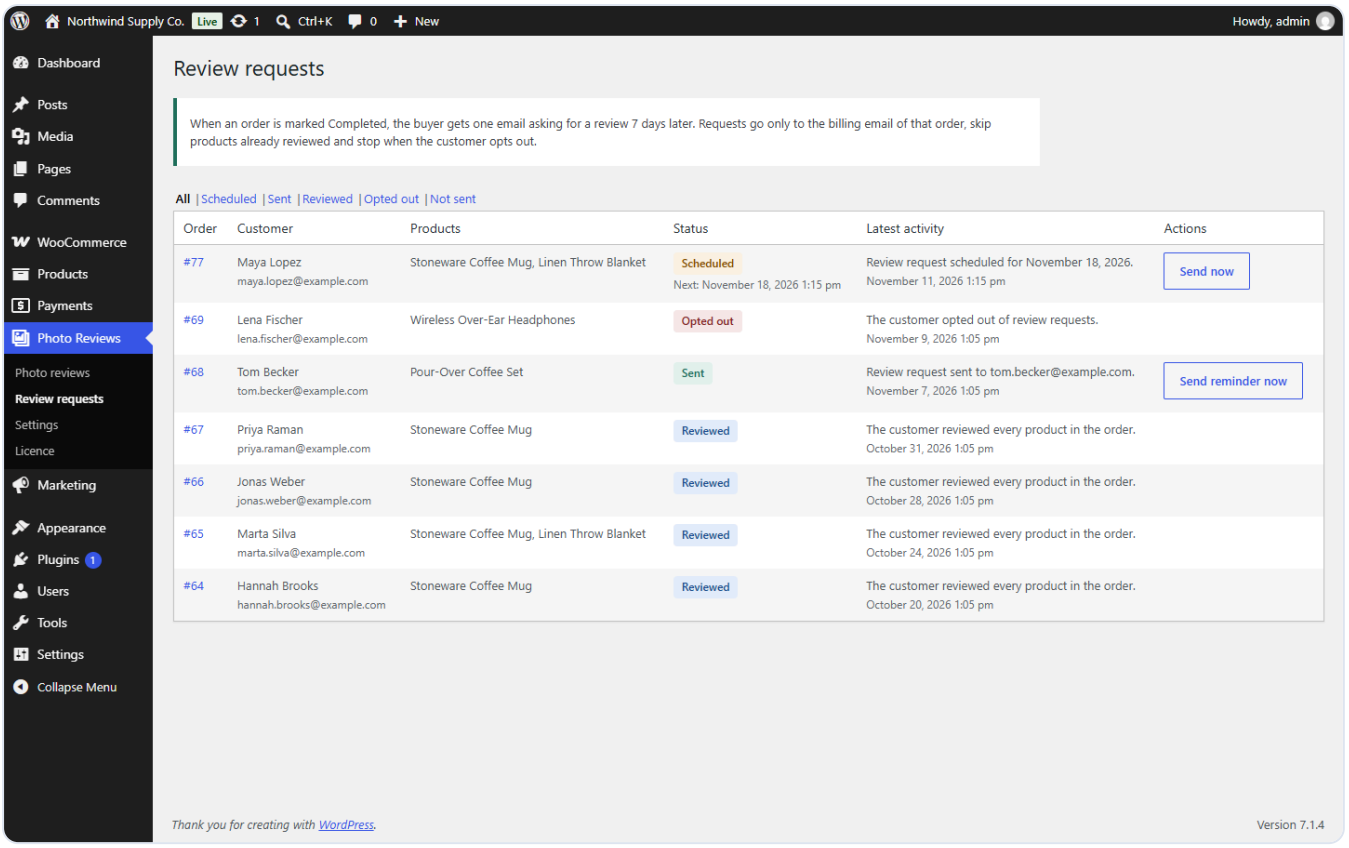
- The cards at the top show reviews waiting, reviews published with photos, and reviews that came from request emails.
- **Pending / Published / All** tabs.
- **Approve** publishes the review (and, in Pro, sends the coupon thank-you if it qualifies). **Unpublish** moves it back to pending. **Spam** and **Trash** work like WordPress comments.
- **Remove** under a single photo deletes that photo from the review and from the media library; the review stays.
- Deleting a review permanently also deletes its photos.

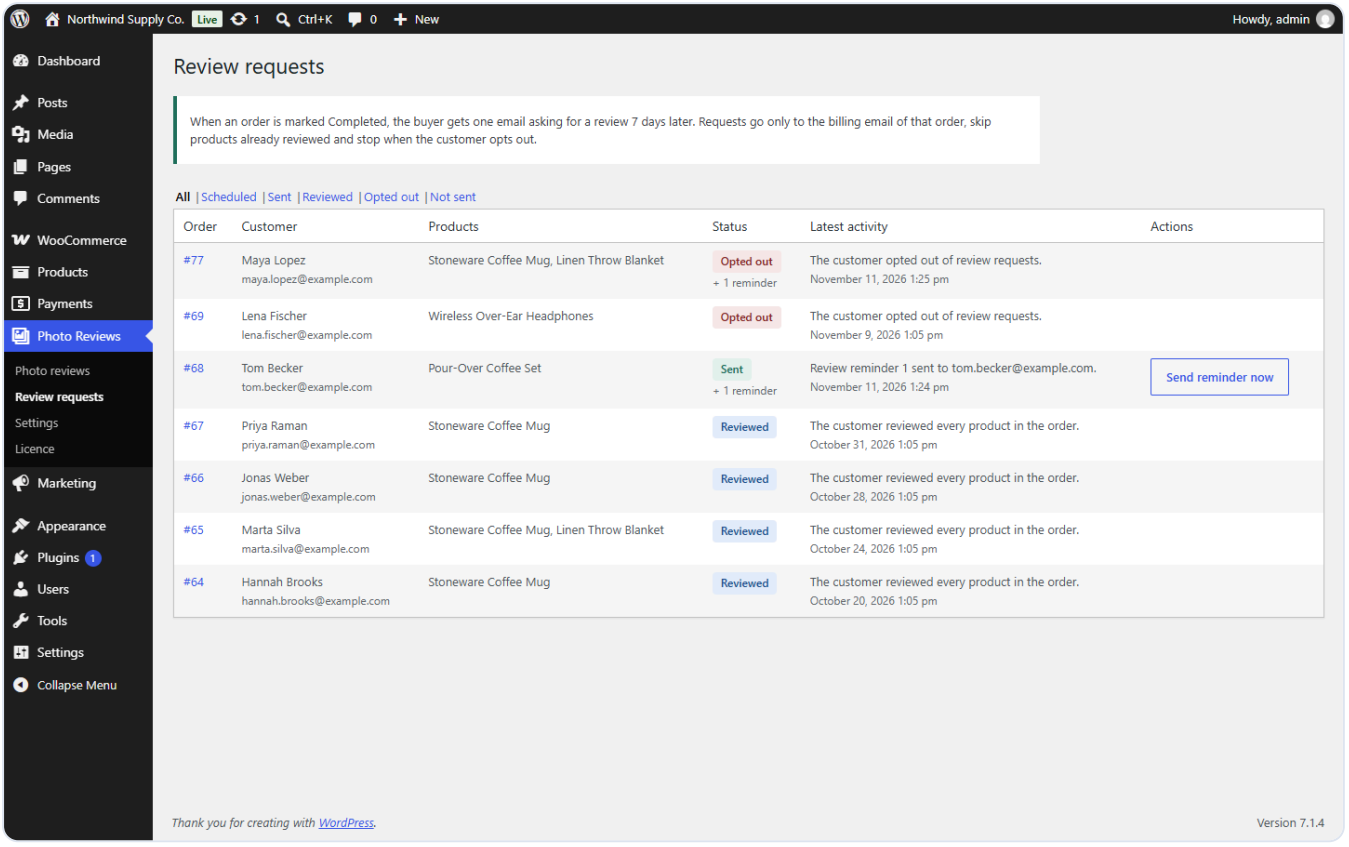
All product reviews (also those without photos) stay in **Products → Reviews** as usual.

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6. Review requests (Photo Reviews → Review requests)

Screenshots: , .





- When an order is marked **Completed**, a request is queued with WooCommerce's Action Scheduler for the number of days you set. The row shows **Scheduled** and **Next: date**.
- When it is sent the row shows **Sent**; **Reviewed** when the customer has reviewed every product in the order; **Opted out** after the customer clicked the opt-out link; **Not sent** when there was no billing email or the order is no longer completed.

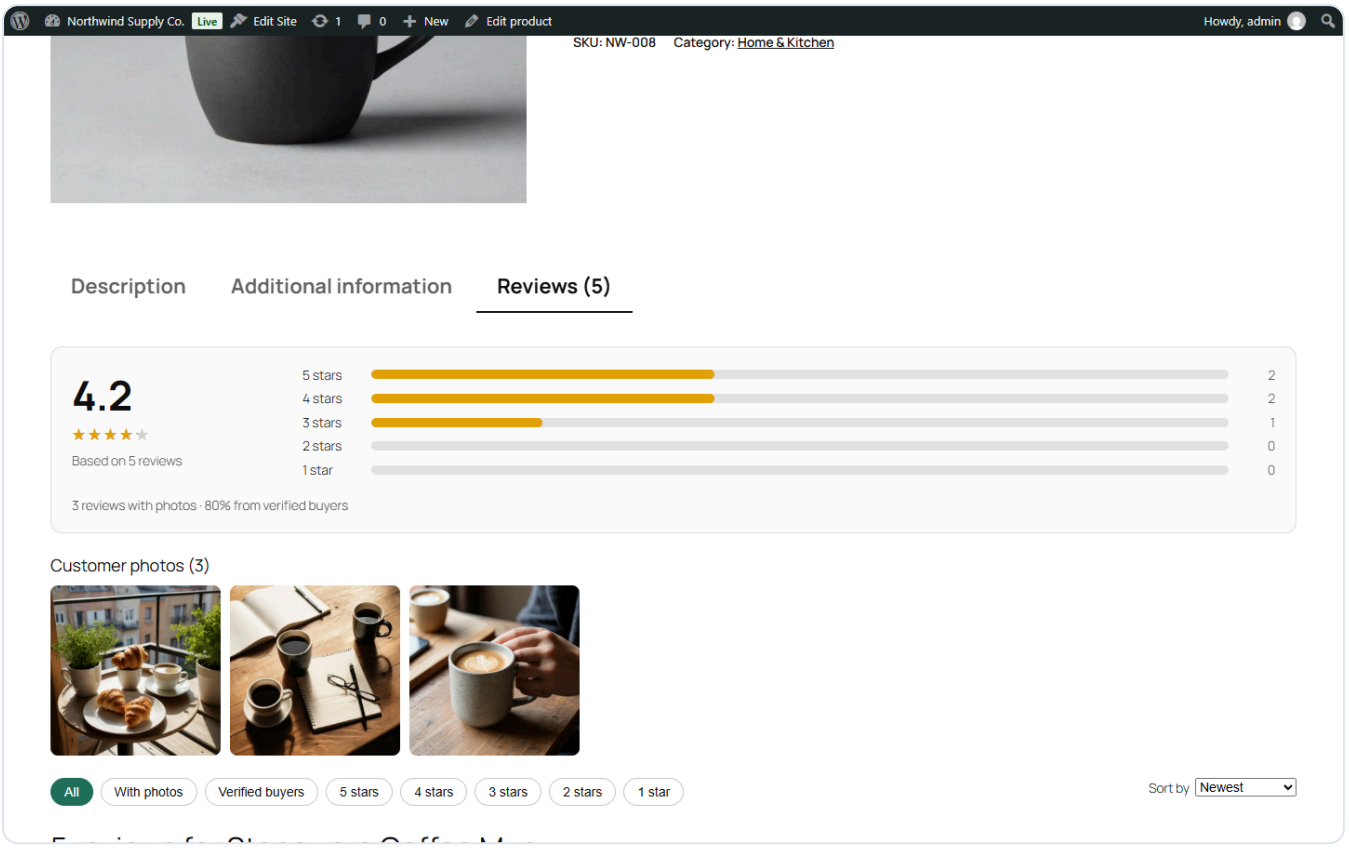
- **Send now** sends a scheduled request straight away. In Pro, **Send reminder now** sends the next reminder for a request already sent.
- Requests are created once per order. Orders completed before Shutterquill was installed get no request.

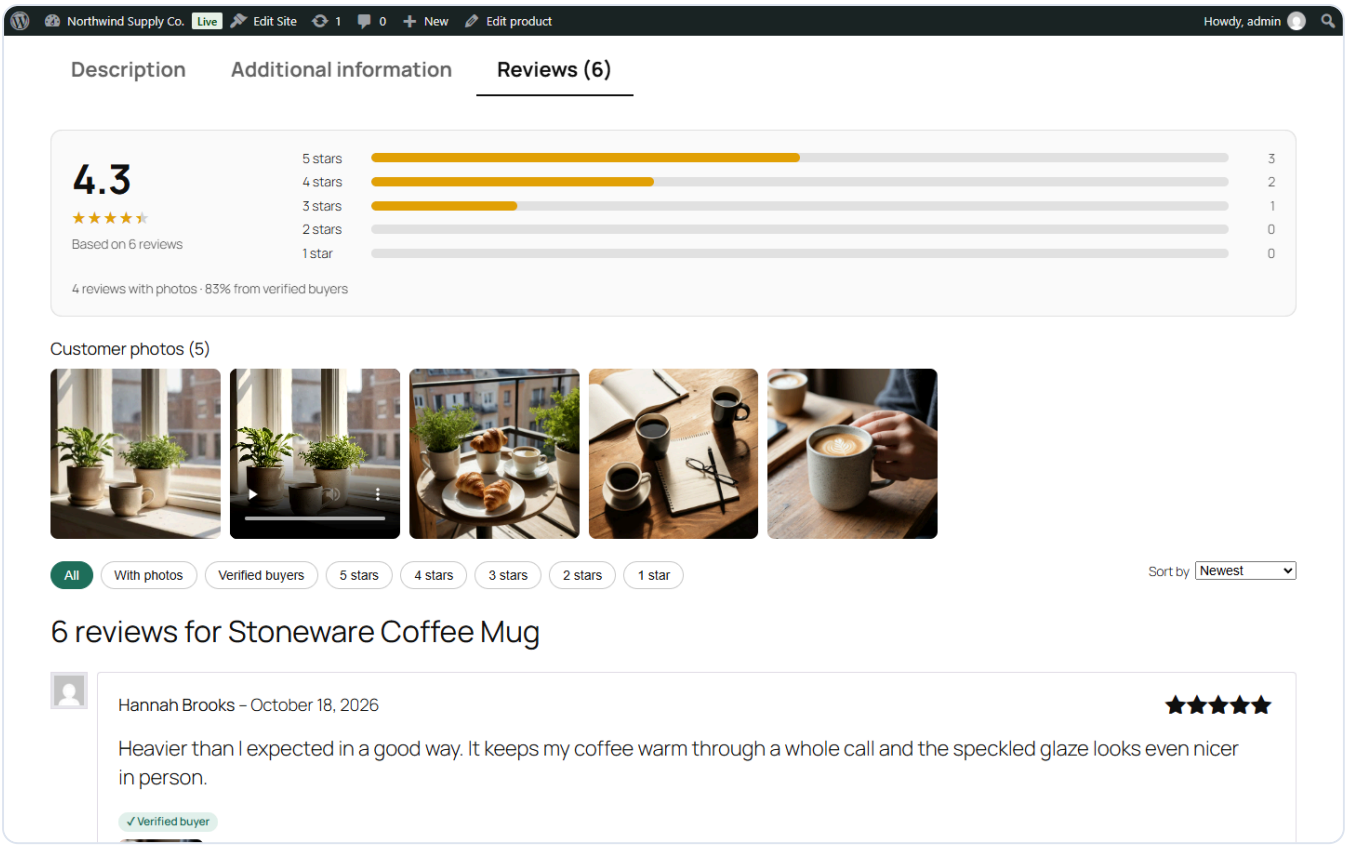
The link in the email opens the product's review form with the customer's name and email filled in and a short thank-you note. Reviews posted from the link are marked "From request email" on the moderation screen.

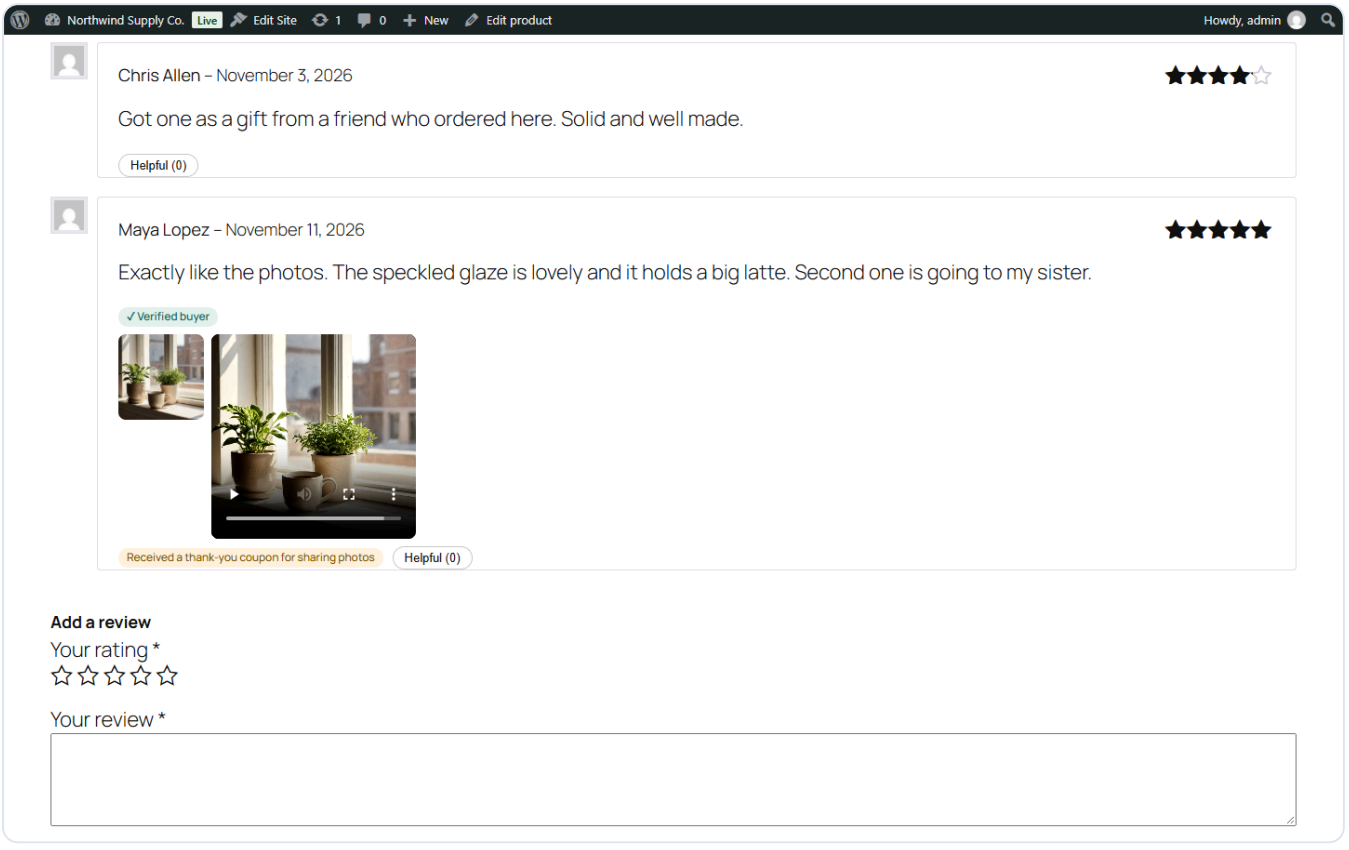
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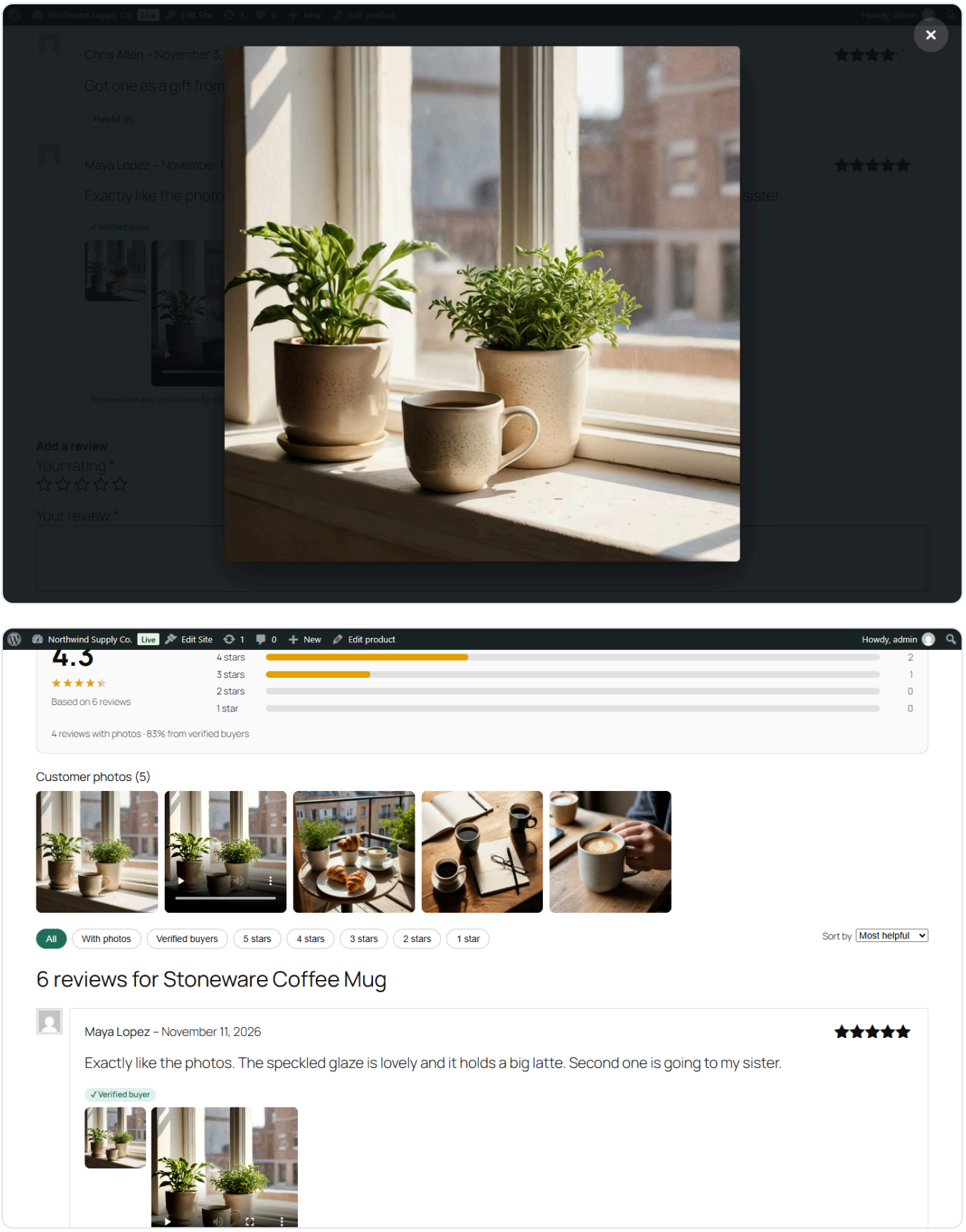
7. What shoppers see

Screenshots: , , , , .




Northwind Supply Co.
Live
Edit Site
1
0
New
Edit product
Howdy, admin
Description
Additional information
Reviews (6)
4.3
Based on 6 reviews
5 stars
4 stars
3 stars
2 stars
1 star
3
2
1
0
0
4 reviews with photos · 83% from verified buyers
Customer photos (5)
All
With photos
Verified buyers
5 stars
4 stars
3 stars
2 stars
1 star
Sort by
Newest
6 reviews for Stoneware Coffee Mug
Hannah Brooks – October 18, 2026
Heavier than I expected in a good way. It keeps my coffee warm through a whole call and the speckled glaze looks even nicer in person.
✓ Verified buyer


Northwind Supply Co.
Live
Edit Site
1
0
New
Edit product
Howdy, admin
Chris Allen – November 3, 2026
Got one as a gift from a friend who ordered here. Solid and well made.
Helpful (0)
Maya Lopez – November 11, 2026
Exactly like the photos. The speckled glaze is lovely and it holds a big latte. Second one is going to my sister.
✓ Verified buyer
Received a thank-you coupon for sharing photos
Helpful (0)
Add a review
Your rating *
Your review *



- The rating summary above the reviews.
- Photos (and videos) under each review; a click opens the photo in a lightbox (arrow keys and Esc work).
- The "Verified buyer" label.

- Pro: the customer photo gallery, the filter chips and sorting, and the Helpful button.

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8. FAQ

Does Shutterquill create, import or edit reviews? No. Every review comes from a customer using your review form.

Who receives review requests? Only the billing email of a completed order, once per order (plus Pro reminders), never someone who opted out.

Which file types? JPG, PNG and WebP photos; MP4 and WebM videos in Pro. iPhone HEIC photos and MOV videos are not accepted yet — most phones convert to JPG when uploading through a browser, but not all.

Can I import reviews from a CSV? No. Shutterquill does not import reviews (see "Known limits").

Is it HPOS compatible? Yes, and it works with block and classic themes.

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9. Troubleshooting

- **No upload field:** check Settings → Photo uploads is on. With "verified buyers only", logged-in customers who did not buy the product do not see it.
- **"The upload form has expired":** a page cache served an old copy of the product page. Exclude product pages from the cache for logged-in users, or reduce the cache lifetime below 12 hours.
- **"X is too large" for a small file:** your server's `upload_max_filesize` is lower than the plugin limit. Ask your host to raise it.
- **Request emails not arriving:** WordPress must be able to send email; install an SMTP plugin. The Review requests screen shows "The email could not be sent" in that case.
- **Requests stay Scheduled after the date:** WooCommerce's Action Scheduler runs on site visits (WP-Cron). On a site with very little traffic, set up a real cron job, or click Send now.

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10. Known limits

- No review import (CSV or other platforms): importing lets reviews in that no buyer wrote here, so it is left out on purpose.
- Video files are checked by their signature (MP4/WebM) and size; they are not re-encoded or trimmed.
- Filters and sorting work on the reviews shown on the current page; if you split reviews over several pages (Settings → Discussion), each page is filtered on its own.
- Helpful votes are counted once per logged-in customer, or once per IP address + browser for guests.